



Samsung Galaxy A Qantas Points Promotion

Frequently Asked Questions

These Frequently Asked Questions provide information in respect of the Samsung Galaxy A Qantas Points Promotion, which is governed by terms and conditions available at www.samsung.com/au/galaxy-a-qantas/terms.pdf ("Terms and Conditions"). In the event of any inconsistency between these FAQs and the Terms and Conditions, the Terms and Conditions prevail.

Capitalised terms in these FAQs have the meanings given in the Terms and Conditions.

What is the offer?

The offer is for Eligible Qantas Frequent Flyer and Qantas Business Rewards members who purchase Eligible Products from a Participating Retail Store between the 9th of May and the 2nd of July to earn 5,000 Qantas Points per participating product purchased.

What is a Participating Product?

Eligible Products are any of the following Australian stock Galaxy A models:

Product Name	Participating Product
Galaxy A5 Black	SM-A520FZKA
Galaxy A5 Gold	SM-A520FZDA
Galaxy A7 Black	SM-A720FZKA
Galaxy A7 Gold	SM-A720FZDA

What is a Participating Retail Store?

Any Australian retail store, telecommunications company, operator or online retailer that sells Australian stock of the eligible Samsung products and is authorised by Samsung to participate in the Promotion, but excludes online bidding or auction websites (including eBay), any unauthorised retailer, online retailer or operator. The Promoter recommends that prior to purchasing a Participating Product, each claimant verify with the relevant retailer that the retailer is authorised to participate in this Samsung Galaxy A Qantas Points Promotion.

What is the Qantas Frequent Flyer program?

The Qantas Frequent Flyer program is an airline loyalty program that rewards its members with Qantas Points in many ways, both in the air and on the ground. For more information on the Qantas Frequent Flyer program and how to earn and redeem Qantas Points, visit www.qantaspoints.com.

What is the Qantas Business Rewards program?

Qantas Business Rewards is a loyalty program designed to reward Australia-based small to medium sized businesses with an ABN, for their everyday business expenses. Qantas Business Rewards Members earn Qantas Points on over 40 partners in key business spend categories including travel, technology, fuel, credit cards, insurance, stationery and more. Qantas Points earned by the business can be transferred to any Qantas Frequent Flyer account to reward the business owner or staff. Qantas Points can be redeemed for flights, upgrades or over 7,000 items at the Qantas Store.

All you need to join Qantas Business Rewards is an ABN. As a Samsung customer, your business can join for free at qantasbusinessrewards.com/samsungfree

Will I earn Qantas Points into my Qantas Frequent Flyer or Qantas Business Rewards account?

If you are purchasing products for yourself as an individual, you can claim Qantas Points for your Qantas Frequent Flyer account. If you are purchasing products for your business, you can claim Qantas Points for your business' Qantas Business Rewards account.

When does the promotion start?

9:00am (AEST) on Tuesday, 9 May 2017

When does the promotion end?

11.59pm (AEST) on Sunday, 2 July 2017

Who is eligible to earn Qantas Points?

The promotion is open to:

1. Qantas Frequent Flyer members who are aged 18 or over. If under the age of 18 you will need to gain consent of a legal parent or guardian. If you are not a Qantas Frequent Flyer member you can join for free today at qantaspoints.com/freejoinsamsung.
2. Qantas Business Rewards Members whose principal place of business is Australia with less than 200 employees, that do not re-sell (including retail) Samsung products and did not purchase the products through an enterprise agreement. If your business is not a Qantas Business Rewards Member your business can join for free today at qantasbusinessrewards.com/samsungfree.

What does purchase mean?

Purchase means either:

Payment in full for the Participating Product during the Promotional Period, where the eligible product is Purchased outright; or

a contract, lease or other payment plan, where the Participating Product is Purchased on a mobile plan.

How do I register my claim?

1. Purchase a Participating Product from a Participating Retail Store, during the Promotional Period, subject to clause 7 of the full terms and conditions. Visit the 'Terms & Conditions' page www.samsung.com/au/galaxy-a-qantas/terms.pdf to view the full T&C's.
2. Visit www.samsung.com/au/galaxy-a-qantas, click on the promotion page ("**Website**") follow the prompts to the online claim form ("**Online Claim Form**").
3. Fill in and submit the Online Claim Form, including providing any and all required information and documents which will include:
 - a. providing a valid IMEI number for the Participating Product
 - b. uploading an IMEI number screenshot from the Participating Product; and
 - c. uploading a copy of the original Proof of Purchase;
4. Make sure you submit the completed Online Claim Form before the end of the Promotional Period;

Where is my Participating Product's IMEI located?

The IMEI number is a 15 digit character sequence. You can find the IMEI by entering ***#06#** on the dial pad of your participating product.

How do I find my Phone's IMEI number, and how do I take a screenshot of the IMEI Number?

- Open up phone dialler
- Dial ***#06#**
- IMEI and Serial Numbers will appear.
- Screen capture by pressing the power button and the home button simultaneously.
- If using a PC for redemption, the image will need to be transferred to the PC before it can be uploaded

Can I register my claim if I am not a Qantas Frequent Flyer or Qantas Business Rewards Member?

No, you must be a Qantas Frequent Flyer or Qantas Business Rewards Member to register your claim. If you are not a Qantas Frequent Flyer member you can join for free today at www.qantaspoints.com/freejoinsamsung. If your business is not a Qantas Business Rewards Member your business can join for free today at qantasbusinessrewards.com/samsungfree.

How do I join Qantas Frequent Flyer or Qantas Business Rewards?

Samsung customers can join for free. Simply visit www.qantaspoints.com/freejoinsamsung to join Qantas Frequent Flyer or qantasbusinessrewards.com/samsungfree to sign your business up to Qantas Business Rewards. You'll receive your Qantas Frequent Flyer number instantly upon joining. Your Qantas Business Rewards membership number is your business' ABN.

Can I provide my Qantas Frequent Flyer or Qantas Business Rewards membership number after I have registered my claim?

No, you must provide your Qantas Frequent Flyer or Qantas Business Rewards membership number during your claim registration.

What do I do if I have forgotten my Qantas Frequent Flyer or Qantas Business Rewards membership number?

If you have forgotten your Qantas Frequent Flyer membership number, you can find it:

- on your Qantas Frequent Flyer membership card;
- at the top of your monthly Qantas Frequent Flyer; or
- at the top of most emails sent to you by Qantas Frequent Flyer.

Your Qantas Business rewards membership number is your business' ABN. You can find it at the top of most emails sent to you by Qantas Business Rewards, or by logging in to Qantas Business Rewards at qantas.com/business. You can also contact the [Qantas Frequent Flyer Service Centre](#) or [Qantas Business Rewards Service Centre](#) for assistance.

Can I register a claim in a different name to my Qantas Frequent Flyer account name?

The first name and surname of your Qantas Points claim must exactly match that of your Qantas Frequent Flyer account. If you register your claim with a different first name and surname to that of your Qantas Frequent Flyer account, your claim will be deemed invalid and we will not be able to credit your account with Qantas Points until your claim name matches your Qantas Frequent Flyer account name.

Can I register a claim with a different ABN to the ABN registered to my Qantas Business Rewards account?

The ABN in your Qantas Points claim must exactly match that registered to your Qantas Business Rewards account. If you register your Qantas Points claim with a different ABN to that of your Qantas Business Rewards account, and your claim is deemed invalid, we will not be able to credit your account with Qantas Points until your claim ABN matches your Qantas Frequent Flyer account name.

How do I provide a copy of my proof of purchase?

You must upload a legible screenshot, photo or scanned copy of your proof of purchase when completing the Online Claim Form.

How do I provide my Participating Product's IMEI and a screenshot of my Participating Product's IMEI?

You must provide your Participating Product's IMEI and a screenshot of your Participating Product's IMEI at the same time. You can provide your IMEI and IMEI screenshot when completing the Online Claim Form or you can insert your IMEI and upload the IMEI screenshot online via the Claim Page,

provided the Participating Product is delivered and its IMEI submitted no later than 6 months after purchasing the Participating Product. After this date the claim page will close and claims for Qantas Points cannot be submitted, except in the case where delivery delay is caused by Samsung, the relevant Participating Retail Store, or their distributors.

Can I provide a screenshot of my Participating Product's IMEI separately to providing my Participating Product's IMEI?

No. You must provide your Participating Product's IMEI and a screenshot of your Participating Product's IMEI at the same time.

Do I need to register within the redemption dates of purchasing the Participating Product if my Participating Product is on back order?

Yes, you must complete the Online Claim Form within 6 months of purchasing your Participating Product, where purchase means payment in full during the Promotional Period. You must wait until your participating product arrives before submitting a claim. If you do not register your claim within this period, your claim may be deemed invalid.

What happens if the IMEI screenshot that I provide is not a screenshot of my Participating Product's IMEI?

You will receive a notification email to your registered email address requesting you re-supply your IMEI and IMEI screenshot. Once you receive this email you will have to resubmit within 14 days by responding to the customer service team via email provided to be eligible to receive the Qantas Points. If you do not re-supply your IMEI and IMEI screenshot within this period, your claim may be deemed invalid.

What happens if the IMEI from the Participating Product that I provide is incorrect?

If you provide the IMEI of your Participating Product using the Online Claim Form in the process of your Eligible Entry, you will not be able to submit the Online Claim Form. If your Participating Product is delivered late and, consequently, you provide the IMEI of your Participating Product otherwise than through the Online Claim Form, you will receive a notification email to your registered email address advising you that the IMEI that you have provided has been deemed invalid. Once you receive this email you will have 14 days to provide the correct IMEI and IMEI screenshot by responding to the customer service team via email provided to be eligible to receive the Qantas Points. If you do not provide the correct IMEI and IMEI screenshot within this period, your claim may be deemed invalid.

What happens if there is an outstanding issue with the copy of the tax invoice that I provide?

You will receive a notification email to your registered email address advising you what information may be missing or illegible. Once you receive this email you will have to supply a copy of the tax invoice correcting the issue by responding to the customer service team via email provided within 14 days after receiving that email to be eligible to receive the Qantas Points. If you do not supply a copy of your tax invoice correcting the issue within this period, your claim may be deemed invalid.

What happens if the IMEI screenshot that I provide is not a screenshot of my Participating Product's IMEI and there is an outstanding issue with the copy of the tax invoice that I provide?

You will receive a notification email to your registered email address advising you of both issues. Once you receive this email you will have to supply your IMEI, your IMEI screenshot and a copy of the tax invoice correcting the issue by responding to the customer service team via email provided to be eligible to receive the Qantas Points within 14 days after receiving that email. If you do not supply your IMEI, your IMEI screenshot and a copy of the tax invoice correcting the issue within this period, your claim may be deemed invalid.

How will I know that my claim has been deemed valid?

Once your claim has been validated, we will contact you by email to confirm that your claim was successful. Qantas will then endeavour to, within 30 days of that notification email, credit your Qantas Frequent Flyer Account or Qantas Business Rewards Account with your Qantas Points

How will I know that my claim has been deemed invalid?

You will receive a notification email to your registered email address advising you that your claim has been deemed invalid and the reason why your claim was deemed invalid.

How long will it take to receive my Qantas Points?

Your Qantas Points, will be credited to your Qantas Frequent Flyer or Qantas Business Rewards account within 30 days of receiving the email notifying you that your claim has been deemed valid.

How will I know that my Qantas Frequent Flyer or Qantas Business Rewards account has been credited with Qantas Points?

You can check your Qantas Points balance by logging into your Qantas Frequent Flyer account at <https://www.qantas.com/au/en.html> or Qantas Business Rewards at qantasbusinessrewards.com

Who do I contact if I have any questions relating to my Qantas Frequent Flyer or Qantas Business Rewards account, or how to use my Qantas Points?

For enquiries regarding Qantas Frequent Flyer, use the Qantas Frequent Flyer Form <https://www.qantaspoints.com/about/contact-us>

Alternatively, you can call the Qantas Frequent Flyer Service Centre on 13 11 31 between 7am and 7pm (AEST) Monday to Saturday. Please have your Qantas Frequent Flyer number and PIN available when calling.

For enquiries regarding Qantas Business Rewards, call the Qantas Business Rewards Service Centre on 13 74 78 between 7am and 7pm (AEST) Monday to Saturday. Please have your Qantas Business Rewards membership number (your business' ABN) available when calling.

Can I claim more than once?

Yes. You can claim Qantas Points on the purchase of an unlimited number of Participating Products during the Promotion Period.

If the Participating Product is returned, will I have to give back the Qantas Points?

If a Participating Product submitted as part of a claim is returned for a refund or exchange, that claim is disqualified from this Promotion and is not entitled to receive Qantas Points. If the Participating Product submitted as part of a claim is returned for a refund or exchange and the claimant has already received Qantas Points from Qantas as part of their Eligible Claim, Qantas may reclaim those Qantas Points from the claimant without compensation.

Where can I find the terms and conditions for this Promotion?

Online at www.samsung.com/au/galaxy-a-qantas

Who is the Promoter?

Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 of 3 Murray Rose Avenue, Sydney Olympic Park, NSW 2127.

Who will have access to my personal information from the Promotion?

The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and, as required, to Australian regulatory authorities. Validity of a claim is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter.

The Terms and Conditions are deemed to incorporate the Promoter's privacy policy and by entering the Promotion, claimants accept the terms and conditions of the Promoter's privacy policy. For further details see the Promoter's privacy policy at www.samsung.com/au

Should I contact Samsung Support to discuss my promotional claim?

No. Please contact the Promotion's customer service (details directly below) as Samsung Support is a different department and they cannot assist you with your promotional claim.

How can I contact promotion customer service?

Email: qantas@promotions-samsung.com

Phone: 1800 900 730.